

Los Angeles Trade-Technical College
A Community College
Department of Allied Health
SYLLABUS

Instructor:	Course Name: Fundamentals for the Health Care Professional HOC 65 2.5 units
Phone: Email:	Semester Fall 2015 Section Number:
Office Hours:	Class Time:
Office Location:	Classroom:

COURSE DESCRIPTION:

This course explores career options in the health care industry, healthy behavior for health care workers, work ethics, professional resumes and interviewing skills and personality traits of a health care professional. There will be an externship during which area employers will introduce students to direct and indirect patient care opportunities.

REQUIRED TEXTBOOKS:

DeLaet, Roxann, Introduction to Health Care and Careers, Wolters Kluwer, 2012

STUDENT LEARNING OUTCOME:

Student will take action that demonstrates understanding of the variation, complexity and ethical principles of the health care provider role in direct and indirect patient care settings.

Student will demonstrate workplace traits that promote professional responses to patients, families, colleagues and other members of the healthcare system in simulated settings.

COURSE OBJECTIVES:

At the completion of the course students will be able to:

1. Discuss the meaning of professionalism in health care.
2. Define and describe goals and treatment offered in preventive care, primary care, acute care, rehabilitation and long term care.
3. Discuss the meaning and implications of the term health care as a business.

4. Describe available health care career pathways in direct and indirect care settings.
5. Identify the requirements for certification or licensure for individual career pathways.
6. Define and describe personal traits needed in the health care professional.
7. Describe your own health behavior with regard to stress management, exercise and nutrition.
8. Describe ethical behavior in the health care profession.
9. Discuss ethical violations like sexual harassment, breaching confidentiality, dishonesty and fraud and inaccurate reporting.
10. Define and describe functioning of teams among health care professionals.
11. Define and describe techniques that promote problem solving and conflict resolution among health care professionals in direct and indirect care settings.
12. Describe types of professional resume and cover letters.
13. Identify online resources for job searches.
14. Discuss elements of a successful job interview
15. Compare and contrast elements of various digital identities.
16. Describe the employment options in healthcare available in area agencies and identify personal interests.

Disability Support Services (DSS) Accommodation Statement: “Students with disabilities who seek academic accommodations should first promptly contact the Disabled Students Programs and Services (DSPS) office, Mariposa Hall, Room 100, (213) 763-3773, or dspslatic@latic.edu, to make a request for accommodations. For more information, please refer to LACCD Administrative Regulation E-100 (Criteria for Serving Students with Disabilities”.

ABSENCE

Students may be absent from class a maximum of the total number of hours that the class meets in one week. Any absences beyond that amount of time may be made up only at the discretion of the instructor. If the absences cannot be made up in a satisfactory way then the student will be dismissed from the course. Students are expected to arrive on time. Three late arrivals will be counted as one absence.

GRADING

A. Theory: Total Available Points: 190

1. Points are accumulated as follows

4 Exams	25 points each	100 points
3 Group Projects/Simulations	10 points each	30 points

3 Competency Quizzes	20 points each	60 points
Resume/Cover Letter	Required	Pass/Fail
Employee Interview	Required	Yes/No

2. Criteria for assigning letter grades:

A= 90%-100% (171-190)	B= 80% - 89.9% (152-170.9)
C= 70% - 79.9% (133-151.9)	D= 60% - 69.9% (114-132.9)
F= Below 60% (113.9 or less)	

3. To pass the course a student must achieve 70% of the total possible points (190).
 - a. Grades on quizzes and other assignments will NOT be rounded up.
4. Students are responsible for scheduling appointments with the instructor to discuss issues related to the theory portion of the course.
5. Quiz/Tests
 - All exams must be taken as scheduled. There are no make-up examinations unless there are extraordinary circumstances substantiated by the student and approved by the instructor. If a make-up examination is allowed the student may earn a maximum of 70% no matter what the actual score.
 - Quizzes are given in class or on Moodle.
 - Competency quizzes are given on Moodle only.
 - Students must bring their own 50 item Scantron and #2 pencil for in-class examinations.
 - Content of quizzes is based on lecture objectives and may be based on related material from prerequisite and concurrent courses.
 - Quiz/test review occurs after each quiz/test.
 - Any discrepancies should be discussed with the instructor during office hours or via email within the week the quiz was given.
 - No note taking allowed during quiz review
6. Students are responsible for maintaining awareness of their status throughout the course.
7. Contact instructor early in course if difficulties are experienced within course (i.e. lack of understanding of material, poor scholastic achievement, etc.)
8. Rubric for Grading Group Project/simulation (10 points)
 - a. Makes two or more meaningful contributions to the discussion

- b. Identifies the main issue
- c. Participates in problem solving
- d. Promotes appropriate broadening of the discussion
- e. Maintains a professional demeanor throughout

9. Employee "Mock" Interview

Comment [WRL1]:

- a. Student will fill out an online application and submit it with a cover letter and resume.
- b. An interview day/time will be generated.
- c. When student arrives for the interview he/she will be asked to fill out a paper/pencil application
 - Submit cover letter and resume (again)
 - References
- d. Student will take
 - Math skills test
 - Customer Service quiz
- e. Student will be interviewed by a representative of a local health care agency.
 - The interview will be conducted at LA Chamber of Commerce
 1. 350 Bixel Street
Los Angeles, CA 90017
 2. Parking is free.
- f. At the end student will
 - Receive feedback on the process
 - Receive a Work Readiness Certificate, if successful

10. Digital Badges

- a. A digital badge will be awarded to the student who earns 80% or more on one or all of the competency quizzes.
 - 80-89% Effective
 - 90-100% Highly Effective
- b. The competency quiz grade will be part of the final course grade
 - Professionalism/ethics/Integrity
 - Teamwork/Collaboration/Conflict Resolution
 - Customer Service/Compassion/Empathy

11. Students will be expected to follow the LACCD student code of conduct as it relates to student dishonesty (Board Rule 9803.28) as follows: "Violations of academic integrity of any type by a student provides grounds for disciplinary action by the instructor or college. Violations of Academic Integrity include, but are not limited to, the following actions: cheating on an

exam, plagiarism, working together on an assignment, paper or project when the instructor has specifically stated students should not do so, submitting the same term paper to more than one instructor, or allowing another individual to assume one's identity for the purpose of enhancing one's grade. For more information on the Standards of Student Conduct refer to the college catalogue.

12. Faculty and students are expected to follow the following district policy with the goal of keeping the campus free of discrimination of any kind.

9803.21 Discriminatory Behavior: Behavior while on a college campus or at a college-sponsored function, inconsistent with the District's Non-discrimination Policy, which requires that all programs and activities of the Los Angeles Community College District be operated in a manner which is free of "Prohibited Discrimination," defined as discrimination or harassment in violation of state or federal law on the basis of actual or perceived ethnic group identification, race, color, national origin, ancestry, religion, creed, sex (including gender-based sexual harassment), pregnancy, marital status, cancer-related medical condition of an employee, sexual orientation, age, physical or mental disability, or veteran status.

Topics and dates are subject to change. Announcements will be made in class or via email. Students are responsible for adjusting their calendar.

COURSE SCHEDULE

Date	Topics/Content	Assignments/Activities/Objectives
Week 1	Review Syllabus and requirements. 1.The Health Care Industry and the Professional Role <ul style="list-style-type: none"> • Working in a health care setting • Preventive care • Primary care • Managed care • Acute care • Long term care • Rehabilitation 	Read: DeLaet Ch. 1 and 2 Lecture Resource <ul style="list-style-type: none"> • Discuss the meaning of professionalism in health care. • Define and describe goals of managed care, preventive care, primary care, acute care, long term care, rehabilitation • Discuss the meaning and implications of the term health care as a business. • Discuss impact of EMR on patient care

	<p>2. Health care as a business</p> <p>Electronic Medical Records.</p> <p>Health Insurance</p>	<ul style="list-style-type: none"> Discuss impact of various health insurance plans on patient care. <p>http://www.drkit.org/careervideos/</p>
Week 2	<p>Health care careers</p> <p>a. Direct patient care</p> <p>b. Indirect patient care</p> <p>c. Licensure and certificate requirements</p> <p>d. Types of treatment facilities</p>	<p>Read: DeLaet Ch. 17-24</p> <ul style="list-style-type: none"> Describe available health care career pathways in direct and indirect care settings. Identify the requirements for certification or licensure for individual career pathways <p><u>Group Project #1</u>: 10 points</p> <p>Divide into small groups</p> <ul style="list-style-type: none"> Identify different healthcare careers Collect data about <ul style="list-style-type: none"> -job duties and responsibilities -salary -type i.e. direct or indirect -licensure or other requirements -availability of employment -type of facility -other
Week 3	<p>Health care careers</p> <ul style="list-style-type: none"> Direct Care Indirect Care <p>Guest Speaker (TBA)</p>	<p>Exam 1</p> <p>Reports from committees</p>

Week 4	<p>Personal traits of health care professional.</p> <ul style="list-style-type: none"> a. Honest and trustworthy b. Compassionate and empathetic. c. Skilled at communication d. Respectful attitude and demeanor e. Respectful demeanor f. Professional appearance g. Responsible and accountable h. Adaptable and flexible 	<p>Read: DeLaet Ch.4 Lecture Resource</p> <ul style="list-style-type: none"> • Define and describe personal traits of health care professional. • Explain the way in which these traits are important in the health care setting • Explain how self-awareness enables good patient care • Discuss which traits are more or less important in different healthcare careers
Week 5	<p>Personal traits of health care professional.</p> <p>Behavior that promotes health in the health care professional</p> <ul style="list-style-type: none"> a. Nutrition b. Exercise c. Stress management 	<ul style="list-style-type: none"> • Describe your own health behavior with regard to stress management and nutrition. • Describe elements in a healthy diet • Describe how exercise promotes health • Describe behaviors that reduce stress. <p>Homework: On 3 consecutive days list:</p> <ul style="list-style-type: none"> • All food eaten • When you ate • All types of exercise i.e. gym or walking • When you exercised
Week 6 Tuesday 2-4:50	Guest Speaker	<p>Exam 2: professionalism and healthy behavior</p> <p><u>Group Exercise #2:</u> Professionalism and healthy behavior</p> <ul style="list-style-type: none"> • Divide into groups • Share your nutrition/exercise homework • Analyze each other's entries • Problem solve how to make improvements or positive changes to promote better health.

Week 7	Professional Work Ethics and Performance in the health industry a. Elements of ethical behavior b. HIPAA c. Compliance with rules, regulations, laws and cultural norms d. Professional development and ethics	Read: DeLaet Ch.3 Lecture Resource: Ethics <ul style="list-style-type: none"> • Describe ethical behavior in the health care profession. • Discuss ethical violations like sexual harassment, breaching confidentiality, dishonesty and fraud and inaccurate reporting. • Discuss HIPAA as both legal and ethical. • Discuss the relationship between ethical behavior and the use of technology in the health care setting. • Discuss the relationship between ethical behavior and protection of patient rights. • Discuss the relationship between ethical behavior and understanding of job responsibilities.
Week 8 Tuesday 2-4:50	Ethics (cont.) Guest Speaker	Group Experience #3. Divide into groups <ul style="list-style-type: none"> • Read ethical dilemma scenario • Discuss options and rationale • Report
Week 9 Tuesday 2-4:50	Professional Work Ethics and Performance in the health industry Guest Speaker	Exam 3: Ethics
Week 10 Tuesday 2-4:50	Teamwork and Communication Skills a. Interprofessional and intraprofessional communication, b. Conflict resolution c. Constructive problem solving. d. Active listening. e. Verbal and non-verbal communication.	Read: DeLaet Ch.8 Lecture Resource <ul style="list-style-type: none"> • Define roles of health care team. • Identify work place relationships that affect the health care professional. • Define teams among health care professionals. • Identify strategies for conflict resolution and problem solving.

		<ul style="list-style-type: none"> • Describe active listening • Describe effects of verbal and non-verbal communication <p>Demonstrate communication techniques that promote open, clear communication in direct and indirect care settings.</p>
Week 11	Teamwork and Communication Skills	<p>Read: DeLaet Chapter 5.</p> <p>Lecture Resource Communication Skills and Teamwork exercises</p> <ul style="list-style-type: none"> • Conflict Resolution • Collaboration
Week 12	Guest Speaker	Exam 4: Teamwork
Week 13	<p>Work Entry Skills</p> <p>a. Professional Resume b. Online resources for job searches. c. Job interview and follow up d. Managing your digital identity and security.</p>	<p>Read: DeLaet Appendix B</p> <p>Lecture Resource: Resume/Cover letter/Interview</p> <ul style="list-style-type: none"> • Describe types of professional resume and cover letters. • Identify online resources for job searches. • Write a professional resume • Discuss elements of a successful job interview • Participate in mock interviews. <p>Compare and contrast elements of various digital identities</p>

Week 14	<p>Work Entry Skills</p> <ul style="list-style-type: none"> a. Professional Resume b. Online resources for job searches. c. Job interview and follow up d. Managing your digital identity and security. <p>Guest Speaker</p>	<p>Participate in mock interviews</p> <p>Create and critique resume and cover letter</p>
Week 15	Work Entry Skills	<p>Participate in mock interviews</p> <p>Create and hand in resume and cover letter</p>
Week 16	Course Evaluation	<p>Competency Quizzes</p> <ul style="list-style-type: none"> • Professionalism/Ethics/Integrity • Teamwork/Collaboration/Conflict Resolution • Customer Service/Compassion/Empathy

